DMAS DIRECTORY

Buy-In Unit

For assistance with state Buy-In.

Buy-In Unit Inbox
MedicareBuyIn@dmas.virginia.gov.

The Buy-In Unit can also be reached at:

Department of Medical Assistance Services
Buy-In Unit, 12th floor
600 E Broad Street, Suite 1300
Richmond Virginia 23219-1834

Phone: 804-786-7414 or 804-371-8888
Fax: 804-786-0973

Eligibility & Enrollment Unit

ID card resets, duplicate overrides, linking of duplicate ID numbers, entering spenddowns, and other coverage correction requests should be directed to the Eligibility and Enrollment Unit at DMAS.

Enrollment Inbox
Eligibility and Enrollment issues should be sent to the Enrollment Inbox at
enrollment@dmas.virginia.gov

Patient Pay Inbox
Patient Pay enrollment questions or issues should be sent to the Patient Pay Inbox at
patientpay@dmas.virginia.gov

Lois Brengel, Program Manager
Eligibility & Enrollment Unit
Phone: (804) 371-6333
lois.brengel@dmas.virginia.gov

Sarah Samick, Enrollment Supervisor
Eligibility & Enrollment Unit
Phone: (804) 786-4537
sarah.samick@dmas.virginia.gov

HIPP & Buy-in Unit

For local agency assistance with HIPP issues.

HIPP Inbox
Assistance for LDSS with HIPP issues:
hipp@dmas.virginia.gov

Phone: (800) 432-4924

Tiaa Lewis, HIPP Buy-in Supervisor
HIPP & Buy-in Unit
Phone: (804) 786-0690
tiaa.lewis@dmas.virginia.gov

LTC Unit

For assistance with ensuring that DMAS files reflect the date a member was admitted, discharged from long-term care, or assistance with level of care issues on the patient pay reports:

LTC Inbox:
ltcpatientpayissues@dmas.virginia.gov

Phone: (804) 225-4222

Managed Care Unit

For members and their representatives; for enrollment into managed care plans and for managed care coverage questions contact the managed care enrollment broker.

Managed Care Inbox
Managed Care assistance for members:
managedcarehelp@dmas.virginia.gov

Managed Care Helpline:
(800) 643-2273

Member Billing Issues

For questions regarding bills received from providers members and their representatives can contact DMAS Customer Service at:

Department of Medical Assistance Services
Customer Services Unit, 12th floor
600 E Broad St Ste 1300
Richmond VA 23219-1834

Phone: Member Helpline: 804-786-6145

Member Helpline

Assistance for Medicaid members:
Phone: (804) 786-6145

Policy Unit

Cindy Olson, Policy Manager
Policy Unit
(804) 225-4282
Cindy.olson@dmas.virginia.gov

Provider Issues

DMAS Provider Helpline:
Phone: 800-552-8627 (in state) or
 804-786-6273 (out of state)

Electronic Eligibility Verification
Providers with a Virginia Medicaid provider ID may verify eligibility by calling the automated MediCall System or accessing the Automated Response System (ARS) through the Virginia Medicaid Web Portal.

Medicall Access:
Phone: 1-800-884-9730 or 1-800-772-9996

ARS Access:
https://www.virginiamedicaid.dmas.virginia.gov/wps/portal

Recipient Audit Unit (RAU)

For assistance with possible member fraud or collections due to overpayments email the Recipient Audit Unit.

RAU Inbox:
recipientfraud@dmas.virginia.gov.

The Recipient Audit Unit can also be reached at:
Department of Medical Assistance Services
Supervisor, Recipient Audit Unit
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

Phone: 804-786-0156
Fax: 804-371-8891

TPL Unit

For assistance with TPL issues (not related to Medicare), including obtaining codes for insurance carriers not listed in DMAS's files, verification of the termination of a policy and handling cases with more than five current policies send an email to the TPL Inbox.

TPL Inbox
tplunit@dmas.virginia.gov

Phone: (804) 786-7931